



007320-000059.LSP.231813

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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smg
12/2/03

Re patent application of:

Jeff H. Swartz

Application No. 09/614,781

Filed: July 12, 2000

METHOD AND SYSTEM FOR
INFORMING CALLERS WITHIN A QUEUE

Before the Examiner
Smith, Creighton H.

Group Art Unit 2645

RECEIVED

NOV 26 2003

Technology Center 2600

RESPONSE TO OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated July 15, 2003, please consider the following. A petition to extend the time to respond one month up to and including 17 November 2003, the first business day after 15 November 2003 is being filed concurrently along with a check for the amount of the requisite fee. Please charge any deficiency or credit any overpayment to Deposit Account No. 23-3030, but not to include issue fees.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on: 17 November 2003

Date of Deposit: 17 November 2003

Name of Registered Representative: L. Scott Paynter

Signature: